

BellSouth Interconnection Services 675 West Peachtree Street Atlanta, Georgia 30375

Carrier Notification SN91082429

Date: July 17, 2001

To: Interconnection Services Customers

Subject: Interconnection Services Customers - **REVISED ATTACHMENT -** Billing and Collections Center Re-Alignment (Originally posted June 13, 2001)

This is to advise that, effective June 18, 2001, the BellSouth Interexchange Carriers/Competitive Local Exchange Carriers (IXC/CLEC) Billing and Collections Centers in Atlanta, Georgia, and Birmingham, Alabama, and the Specialty Billing Center in Birmingham, Alabama will be realigned in order to focus on individual customers and enhance the working relationships between our companies.

Please see the attached **revised** Matrix for details. In addition, a complete list of contact information for all of the BellSouth Billing Centers can be found on the BellSouth Interconnection Services' Web site:

http://www.interconnection.bellsouth.com/forms/html/billing&collections.html

Should disputes be misdirected, the disputes will be forwarded to the appropriate BellSouth Billing Center, and the customer will be notified by the receiving center of the correct contact information.

If you have questions, please contact your BellSouth account team representative.

Sincerely,

ORIGINAL SIGNED BY JIM BRINKLEY

Jim Brinkley – Senior Director BellSouth Interconnection Services

Attachment

BellSouth Billing & Collections Centers Realignment Matrix

Effective June 18, 2001

The following matrix outlines the roles and responsibilities of the Billing & Collections Centers in Atlanta, Georgia, and Birmingham, Alabama.

Carrier/Company Name	Billing Services	Billing Center	Billing Center Address
AT&T – (Non Future Optimum State "FOS") IPS- AT&T Contract Services LOA- AT&T Communications TPM-Teleport Communications Group UCN- Unitel C/O AT&T Communications WUT- AT&T Easy Link Services ACT- ACC Long Distance	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections Late Payment Charges Taxes 	Atlanta Billing & Collections Center	Email Address: Access.BillDisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294
BellSouth Long Distance	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections Late Payment Charges Taxes 	Atlanta Billing & Collections Center	Email Address: Access.BillDisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 Fax Number: 770-621-0294
Global Crossing	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections Late Payment Charges Taxes 	Atlanta Billing & Collections Center	Email Address: Access.BillDisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294

Carrier/Company Name	Billing Services	Billing Center	Billing Center Address
MCI/WorldCom	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections Late Payment Charges Taxes 	Atlanta Billing & Collections Center	Email Address: Access.BillDisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294
Sprint	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections Late Payment Charges LPC Taxes 	Atlanta Billing & Collections Center	Email Address: Access.BillDisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294
Allegiance Telecom	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections LPC & Taxes will be handled in the Birmingham Billing Center 	Atlanta Billing & Collections Center	Email Address: mailto:Access.BillDisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294
AllTel Pennsylvania	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections LPC & Taxes will be handled in the Birmingham Billing Center 	Atlanta Billing & Collections Center	Email Address: Access.BillDisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294

Carrier/Company Name	Billing Services	Billing Center	Billing Center Address
ATS Long Dist Network Systems, Phoenix Network, ATS Network Communications, Corp Telemgt Group CTG, Long Distance America, Digital Signal Inc, LCI, Long Distance Svc of WA, LightCall Corp, LCI International, U.S. Long Distance, OMI Communications, Pace Long Distance, Qwest Communications Corp, U.S. Signal, TMC of Lexington, Transamerica Communications	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections LPC & Taxes will be handled in the Birmingham Billing Center 	Atlanta Billing & Collections Center	Email Address: Access.BillDisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294
Cincinnati Bell LD, Coastal Telephone Co, Network Long Distance, E & K Systems, Comm Transmission Group, BroadWing Communications, Switched Services Communications, Unitel Communications Inc, IXC Long Distance	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections LPC & Taxes will be handled in the Birmingham Billing Center 	Atlanta Billing & Collections Center	Email Address: Access.BillDisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294
Clear Choice Communications, Vartec Telcom	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections LPC & Taxes will be handled in the Birmingham Billing Center 	Atlanta Billing & Collections Center	Email Address: Access.BillDisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294
Continental Florida Telecom & Alter*Net	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections LPC & Taxes will be handled in the Birmingham Billing Center 	Atlanta Billing & Collections Center	Email Address: Access.BillDisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 Fax Number: 770-621-0294

Carrier/Company Name	Billing Services	Billing Center	Billing Center Address
EMI Communications Corp, PhoneOne Inc, Intermedia Communications inc, IDS of Alexandria, IDS of Baton Rouge, IDS of Monroe, IDS of Shreveport, Long Distance Savers, NTC Inc, National Telecommunication of FL, Netsolve	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections LPC & Taxes will be handled in the Birmingham Billing Center 	Atlanta Billing & Collections Center	Email Address: <u>Access.BillDisputes@bridge.bellsouth.com</u> <u>U.S. Postal Address:</u> BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294
Excel Telecommunications, Long Distance Wholesale, Teleglobe, Telco Communications group, Teleglobe International, Telco Holdings	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections LPC & Taxes will be handled in the Birmingham Billing Center 	Atlanta Billing & Collections Center	Email Address: Access.BillDisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294
Florida Digital Network	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections LPC & Taxes will be handled in the Birmingham Billing Center 	Atlanta Billing & Collections Center	Email Address: <u>Access.BillDisputes@bridge.bellsouth.com</u> <u>U.S. Postal Address:</u> BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294
ITC^DeltaCom, Interquest, Interstate FiberNet, The IT Group, SoutherNet Interexchange	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections LPC & Taxes will be handled in the Birmingham Billing Center 	Atlanta Billing & Collections Center	Email Address: Access.BillDisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294

Carrier/Company Name	Billing Services	Billing Center	Billing Center Address
Knology (CYBERNET Holding Co.) & TTE of Charleston	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections LPC & Taxes will be handled in the Birmingham Billing Center 	Atlanta Billing & Collections Center	Email Address: Access.BillDisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294
Level 3 Communications	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections LPC & Taxes will be handled in the Birmingham Billing Center 	Atlanta Billing & Collections Center	Email Address: Access.BillDisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294
NewSouth Communications	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections LPC & Taxes will be handled in the Birmingham Billing Center 	Atlanta Billing & Collections Center	Email Address: <u>Access.BillDisputes@bridge.bellsouth.com</u> <u>U.S. Postal Address:</u> BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294
NEXTEL Partners, NEXTEL Communications,	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections LPC & Taxes will be handled in the Birmingham Billing Center 	Atlanta Billing & Collections Center	Email Address: Access.BillDisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294

Carrier/Company Name	Billing Services	Billing Center	Billing Center Address
ORBIS1	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections LPC & Taxes will be handled in the Birmingham Billing Center 	Atlanta Billing & Collections Center	Email Address: Access.BillDisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294
TNS	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections LPC & Taxes will be handled in the Birmingham Billing Center 	Atlanta Billing & Collections Center	Email Address: Access.BillDisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294
U.S. LEC of North Carolina	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections LPC & Taxes will be handled in the Birmingham Billing Center 	Atlanta Billing & Collections Center	Email Address: <u>Access.BillDisputes@bridge.bellsouth.com</u> <u>U.S. Postal Address:</u> BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294
Williams Network Services	 Switched Access Special Access Local Interconnection Unbundled Network Elements (Access Only- Not Resale) Collections LPC & Taxes will be handled in the Birmingham Billing Center 	Atlanta Billing & Collections Center	Email Address: Access.BillDisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 <u>Fax Number:</u> 770-621-0294

Carrier/Company Name	Billing Services	Billing Center	Billing Center Address
All Percent Interstate Usage "PIU" Factor "Type" updates.	All PIU Factor "Type" Updates should be sent to the Atlanta Billing & Collections Center.	Atlanta Billing & Collections Center	Email Address: mailto:PIU.report@bridge.bellsouth.com Note: New email address for PIU Type U.S. Postal Address: BellSouth Billing Office 2300 Northlake Center, 4th Floor East, Tucker, GA 30084 Fax Number:
 All Other Interexchange Carriers "IXC" & Competitive Local Exchange Carriers "CLEC's" (Not Handled By Atlanta) Note: Late Payment Charges & Taxes will be handled in Birmingham for Carriers/Customers not identified as being handled in Atlanta. 	 Switched Access Special Access Unbundled Network Elements (Access & Resale) Collocation Orders & Disputes Line Sharing A-Link Accounts UNE Combinations Resale & Complex Resale Disputes Taxes – Access & Resale Late Payment Charges "LPC" - Access & Resale Q Accounts establishment for CLECs (9 State Area) All other services not noted elsewhere 	Birmingham Billing & Collections Center	770-621-0294 Email Address: ixcdispute.account@bridge.bellsouth.com New address & numbers effective 7-27-01 U.S. Postal Address: BellSouth Billing Office 1 Chase Corporate Drive Birmingham, AI. 35244 Contact Number (800) 773-4967 Fax Number 205 682-2726 205 682-2729 - Collections Only

Carrier/Company Name	Billing Services	Billing Center	Billing Center Address
All Carriers – Equal Access Billing Disputes	Equal Access Charges Billing Disputes	Birmingham Billing & Collections Specialty Center	Email Address: specialtyctr.billingdisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 600 N 19 th Street, 15 th Floor Birmingham, AL 35203 <u>Fax Number:</u> 205-321-1006
All Carriers - PICC Billing Disputes	(PIC) Primary Interexchange Carrier Changes.	Birmingham Billing & Collections Specialty Center	Email Address: specialtyctr.billingdisputes@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 600 N 19th Street, 15th Floor Birmingham, AL 35203 Fax Number: 205-321-1006
All Carriers – ACP Updates	(ACP) <i>Area Commitment Plan</i> Account Updates - Not Disputes	Birmingham Billing & Collections Specialty Center	Email Address: <u>Access.specialtycenter@bridge.bellsouth.com</u> <u>U.S. Postal Address:</u> BellSouth Billing Office 600 N 19th Street, 15th Floor Birmingham, AL 35203 <u>Fax Number:</u> 205-321-1006
All Carriers – MSNS Updates	(MSNS) Managed Shared Network Services Account Updates - Not Disputes	Birmingham Billing & Collections Specialty Center	Email Address: Access.specialtycenter@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 600 N 19th Street, 15th Floor Birmingham, AL 35203 <u>Fax Number:</u> 205-321-1006

Carrier/Company Name	Billing Services	Billing Center	Billing Center Address
All Carriers – BAN Consolidations	(BAN) Billing Account Number Consolidation Requests	Birmingham Billing & Collections Specialty Center	Email Address: Access.specialtycenter@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 600 N 19th Street, 15th Floor Birmingham, AL 35203 <u>Fax Number:</u> 205-321-1006
All Carriers – Bill Period Consolidations	Bill Period Consolidation Request	Birmingham Billing & Collections Specialty Center	Email Address: Access.specialtycenter@bridge.bellsouth.com U.S. Postal Address: BellSouth Billing Office 600 N 19th Street, 15th Floor Birmingham, AL 35203 Fax Number: 205-321-1006
All Carriers – MSNS- ACP & TPP Manual Adjustments	(MSNS) Managed Shared Network Services, (ACP) Area Commitment Plan, (TPP) Transport Payment Plan - Manual Adjustments (Identified by Account Teams)	Birmingham Billing & Collections Specialty Center	Email Address: <u>Access.specialtycenter@bridge.bellsouth.com</u> <u>U.S. Postal Address:</u> BellSouth Billing Office 600 N 19th Street, 15th Floor Birmingham, AL 35203 <u>Fax Number:</u> 205-321-1006

A more complete list of contact information for all of the BellSouth Billing Centers can be found on the BellSouth Services' Interconnection Web site.

http://www.interconnection.bellsouth.com/forms/html/billing&collections.html